

RA  
412.3  
U667  
1991

**INTERMEDIARY-CARRIER  
DIRECTORY REVISION**

**U.S. DEPARTMENT OF  
HEALTH AND HUMAN SERVICES  
HEALTH CARE FINANCING ADMINISTRATION**

**HID-1                      JANUARY 1991                      REV. 31**

This is Revision 31 to the Intermediary-Carrier Directory. Discard all previous revisions since all sections of the directory have been updated.

This directory is intended for the internal use of the Health Care Financing Administration staff in facilitating contact with Medicare Intermediaries and Carriers. Any inquiries regarding the content of this directory or changes to the information contained herein should be referred to the Health Care Financing Administration, Division of Contracts, Room 332 Meadows East Building, 6325 Security Boulevard, Baltimore, Maryland 21207.

**COMMUNICATING WITH INTERMEDIARIES AND CARRIERS**

The rights and obligations of Intermediaries and Carriers and the Secretary are covered under the Medicare contracts. No request should be made of contractors unless specifically authorized by these contracts. Any questions in this regard should be addressed to the Bureau of Program Operations, Office of Program Administration, Division of Contracts, Room 332, Meadows East Building.

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**PLEASE NOTE**

All work days begin on Monday and end on Friday, unless otherwise stated.

All hours of operation are from a.m. to p.m.

**ABBREVIATIONS**

**HISTORY**

RA  
412  
.3  
U667  
1991

RHC - Rural Health Clinics  
CHC - Community Health Centers  
HHA - Home Health Agencies  
HL - Histocompatibility Labs (Independent)  
OPA - Organ Procurement Agencies (Independent)  
PE - Parenteral/Enteral

REV. 31 (01/91)

# INTERMEDIARY AND CARRIER DIRECTORY

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PART IBLUE CROSS AND BLUE SHIELD ASSOCIATIONBLUE CROSS AND BLUE SHIELD ASSOCIATION

676 North St. Clair Street  
Chicago, Illinois 60611

FTS 312-440-6000 (Direct Dial)  
FAX 312-440-5891

AGREEMENT NO. HCFA 87-001-1  
HOURS: 8:30 - 4:30

Bernard R. Tresnowski  
President  
TELE: 312-440-6010

Preston Jordan  
Senior Vice President  
Business Support  
TELE: 321-440-5690

Harry P. Cain, II  
Senior Vice President  
Federal Programs Group  
TELE: 312-440-6149

Donald R. Cohodes, Sc.D.  
Vice President  
Federal Programs Group  
TELE: 312-440-6245

BLUE CROSS PLANSALABAMABLUE CROSS AND BLUE SHIELD OF ALABAMA

450 Riverchase Parkway, East  
Birmingham, Alabama 35298

PROVIDER SERVICE AREA: State of Alabama

FTS 205-988-2100 (Direct Dial)  
FAX 205-988-2949

AGREEMENT NO. HCFA 87-001-1.1  
HOURS: 8:00 - 4:45

E. Gene Thrasher  
President and  
Chief Executive Officer  
TELE: 205-988-2118

Charles R. Hartsell  
Senior Vice President  
of Claims and  
Legislative Affairs  
TELE: 205-988-2126

Lynda Northcutt  
Manager  
Medicare A Claims  
TELE: 205-988-2992

Horace L. (Dick) Jones  
Executive Vice President  
TELE: 205-988-2121

Norman Love  
Vice President  
Government Claims  
TELE: 205-988-2137

PART I

ALASKA

(See Blue Cross of Washington/Alaska)

ARIZONA

BLUE CROSS AND BLUE SHIELD OF ARIZONA, INC.

P.O. Box 37700  
Phoenix, Arizona 85069

STREET ADDRESS:  
2410 W. Royal Palm Drive  
Phoenix, Arizona 85021

PROVIDER SERVICE AREA: State of Arizona

FTS 602-864-4444 (Direct Dial)  
FAX 602-864-4062

AGREEMENT NO. HCFA 87-001-1.2  
HOURS: 8:00 - 4:30

Robert B. Bulla  
President  
TELE: 602-864-4444  
  
Tony Astorga  
Senior Vice President  
and Treasurer  
TELE: 602-864-4676

Vacant  
Director  
Federal Programs  
TELE: 602-864-4224  
  
Jody Chandler  
Vice President  
Claims and Federal  
Programs  
TELE: 602-864-4445

David F. Ward  
Vice President  
Finance  
TELE: 602-864-5300

ARKANSAS

ARKANSAS BLUE CROSS AND BLUE SHIELD, INC.  
A MUTUAL INSURANCE COMPANY

601 Gaines Street  
Little Rock, Arkansas 72203

PROVIDER SERVICE AREA: State of Arkansas

FTS 501-378-2334 (Direct Dial)  
FAX 501-378-2804

AGREEMENT NO. HCFA 87-001-1.3  
HOURS: 8:00 - 4:45

George K. Mitchell, M.D.  
President  
TELE: 501-378-2133

Sharon Allen  
Executive Vice President  
TELE: 501-378-2145

Regina H. Stewart  
Vice President  
Government Programs  
TELE: 501-378-2836

Theresa Milligan  
Manager  
Government Programs  
Support  
TELE: 501-378-2078

Amanda Crosby  
Manager, Provider Audit  
and Reimbursement  
TELE: 501-378-2248

## PART I

CALIFORNIABLUE CROSS OF CALIFORNIA

P.O. Box 70000  
Van Nuys, California 91470

STREET ADDRESS:  
21555 Oxnard Street  
Woodland Hills, California 91367

PROVIDER SERVICE AREA: State of California  
SPECIAL CLAIMS: HHA, INDEPENDENT HOSPICES (WEST)

FTS 818-703-2345 (Direct Dial)  
FAX 818-703-2792

AGREEMENT NO. HCFA 87-001-1.73  
HOURS: 8:00 - 4:30

Leonard D. Schaeffer  
Chairman  
TELE: 818-703-3145

Joe Tuma  
Director  
Provider Audit  
Department  
TELE: 818-703-2971

Juliette Chenian  
Manager  
Medicare Claims  
TELE: 818-703-3652

Patricia Johnson  
Senior Vice President  
Senior Programs  
TELE: 818-703-3192

Janie Solomon  
Manager, Medicare  
Program Compliance  
TELE: 818-703-3671

COLORADO

(See New Mexico Blue Cross and Blue Shield, Inc.)

CONNECTICUTBLUE CROSS AND BLUE SHIELD OF CONNECTICUT, INC.

370 Bassett Road  
North Haven, Connecticut 06473

PROVIDER SERVICE AREA: State of Connecticut

FTS 203-239-4911 (Direct Dial)  
FAX 203-265-8188

AGREEMENT NO. HCFA 87-001-1.7

John Croweak  
President and  
Chief Executive Officer  
Health Delivery Systems

Anthony J. Martin  
Senior Vice President  
Daniel J. Cyr  
Director of Government  
Programs

James M. Buccheri  
Vice President of  
Institutional Relations  
and Government Programs  
FTS 203-265-8102

## PART I

DELAWARE

BLUE CROSS AND BLUE SHIELD OF DELAWARE, INC.  
 One Brandywine Gateway, P.O. Box 1991  
 Wilmington, Delaware 19899

PROVIDER SERVICE AREA: State of Delaware

FTS 302-421-3000 (Direct Dial)  
 FAX 302-421-2089

AGREEMENT NO. HCFA 87-001-1.8

Robert C. Cole, Jr.  
 President  
 TELE: 302-421-3020

Ralph Crouch  
 Senior Vice President  
 and Treasurer  
 TELE: 302-421-3150

George H. English, Jr.  
 Director  
 National and Government  
 Business Claims  
 TELE: 302-421-3292

Gilbert P. Bardsley  
 Senior Vice President  
 TELE: 302-421-3191

Jerry Icenogle  
 Vice President  
 Claims Administration  
 TELE: 302-421-3452

William J. McDonald  
 Manager, Medicare Claims  
 TELE: 302-421-3087

DISTRICT OF COLUMBIA

(See Blue Cross and Blue Shield of Maryland)

FLORIDA

BLUE CROSS AND BLUE SHIELD OF FLORIDA, INC.  
 P.O. Box 2711  
 Jacksonville, Florida 32231-0021

STREET ADDRESS:  
 8381 Dix Ellis Trail  
 Jacksonville, Florida 32256  
 Suite 300 (Claims Operations and Administrative Offices)  
 Suite 200 (Provider Audit and Reimbursement)

PROVIDER SERVICE AREA: State of Florida

FTS 904-791-6111 (Direct Dial)

AGREEMENT NO. HCFA 87-001-1.10  
 HOURS: 8:00 - 4:30

William E. Flaherty  
 President

Patricia A. Williams  
 Vice President  
 Medicare Part A  
 TELE: 904-464-1101  
 FAX: 904-464-1160

Suman Makker  
 Director  
 Provider Audit  
 and Reimbursement  
 TELE: 904-464-1211

Antonio (Tony) Favino  
 Senior Vice President  
 Government Program  
 Operations  
 TELE: 904-791-6103

## PART I

FLORIDA (Continued)BLUE CROSS AND BLUE SHIELD OF FLORIDA, INC.

Shirley Edlin  
Director  
Medicare Part A Claims  
TELE: 904-464-1103

Bill J. Long  
Director  
Government Programs  
TELE: 904-464-1111

Patricia M. Ainsley  
Director  
Program Relations  
TELE: 904-464-1141

GEORGIABLUE CROSS AND BLUE SHIELD OF GEORGIA, INC.

2357 Warm Springs Road  
P.O. Box 7368  
Columbus, Georgia 31908

PROVIDER SERVICE AREA: State of Georgia

FTS 404-571-5371 (Direct Dial)  
FAX 404-571-5487

AGREEMENT NO. HCFA 87-001-1.11  
HOURS: 8:00 - 5:00

Thomas Kinser  
President and Chief  
Executive Officer

Joan Burks  
Senior Vice President  
for Government Programs

Robert W. Ebert  
Assistant Vice President  
Medicare Claims

HAWAII

(See Hawaii Medical Service Association)

IDAHO

(See Blue Cross and Blue Shield of Oregon)

ILLINOISHEALTH CARE SERVICE CORPORATION

233 North Michigan Avenue  
Chicago, Illinois 60601

PROVIDER SERVICE AREA: State of Illinois  
SPECIAL CLAIMS: HHA

FTS 312-938-6000 (Direct Dial)  
FAX 312-565-1107

AGREEMENT NO. HCFA 87-001-1.14  
HOURS: 8:00 - 4:00

S. Martin Hickman  
President and Chief  
Executive Officer  
TELE: 312-938-6817

Thomas F. Meyer  
Director, Provider  
Reimbursement and Audit  
TELE: 312-938-6158

Cecilia Krull  
Vice President  
Medicare A  
TELE: 312-938-7687

John F. Nutting  
Senior Vice President  
Government Contracts  
TELE: 312-938-6209

Marilee Pritchard  
Medicare Part A  
Coordinator  
TELE: 312-938-6201



## PART I

INDIANA

ASSOCIATED INSURANCE COMPANIES, INC.  
(d/b/a BLUE CROSS AND BLUE SHIELD OF INDIANA)

OPERATIONS OFFICES:  
8320 Craig Street, Suite 100  
Indianapolis, Indiana 46250-0452

EXECUTIVE OFFICES:  
120 West Market Street  
Indianapolis, Indiana 46204-2805

PROVIDER SERVICE AREA: State of Indiana

FTS 317-841-4425 (Direct Dial)  
FAX 317-841-4691

AGREEMENT NO. HCFA 88-001-1.16  
HOURS: 8:00 - 4:15

Lloyd J. Banks  
Chairman of the Board  
and Chief Executive  
Officer  
TELE: 317-263-4703

Richard C. Kilborn  
Vice Chairman of the  
Board  
TELE: 317-263-4610

L. Ben Lytle  
President and  
Chief Operating Officer  
TELE: 317-263-4292

Ronald E. Rosenberg,  
Executive Vice President  
Government and Consumer  
Sector  
TELE: 317-263-4490

Marsha Barker  
Medicare Coordinator  
TELE: 317-841-4405

Stephen Crickmore  
Vice President  
Medicare A and B  
TELE: 317-841-4540

Dennis Brinker  
Director, Audit and  
Reimbursement and  
Controller  
Government Finance  
TELE: 317-841-4429

IOWA

IASD HEALTH SERVICES CORP.  
636 Grand Avenue  
Station 28  
Des Moines, Iowa 50309

PROVIDER SERVICE AREA: States of Iowa and South Dakota  
SPECIAL CLAIMS: HHA

FTS 515-245-4618 (Direct Dial)  
FAX 515-245-3984

AGREEMENT NO. HCFA 87-001-1.17  
HOURS: 8:00 - 4:30

Robert D. Ray  
President and Chief  
Executive Officer

C. Craig Hennesy  
Chief Operating Officer

Sally T. Wood  
Vice President  
Government Programs

## PART I

KANSASBLUE CROSS AND BLUE SHIELD OF KANSAS, INC.

1133 Topeka Avenue  
P.O. Box 239  
Topeka, Kansas 66601

PROVIDER SERVICE AREA: State of Kansas

FTS 913-291-7000 (Direct Dial)  
FAX 913-291-7824

AGREEMENT NO. HCFA 87-001-1.19  
HOURS: 8:00 - 4:30

Thomas L. Miller  
President and Chief  
Executive Officer

Beryl Lowry-Born  
Controller

Jay Lohmann  
Vice President  
Government Programs  
and Community Affairs

KENTUCKYBLUE CROSS AND BLUE SHIELD OF KENTUCKY, INC.

9901 Linn Station Road  
Louisville, Kentucky 40223

PROVIDER SERVICE AREA: State of Kentucky

FTS 502-423-2011 (Direct Dial)  
FAX 502-423-6460

AGREEMENT NO. HCFA 87-001-1.20  
HOURS: 8:00 - 4:30

Stephen T. Bow  
President and  
Chief Executive Officer  
TELE: 502-423-2522

Frank F. Broadus, Jr.  
Vice President  
Government Programs  
TELE: 502-423-2394

Robert B. Fleming  
Director, Finance and  
Strategic Planning  
TELE: 502-423-2550

Sheleen Q. Fryer  
Senior Vice President,  
Operations  
TELE: 502-423-2099

Richard A. Hermanson  
Director  
Government Programs  
Division  
TELE: 502-423-2395

LOUISIANA

(See Blue Cross and Blue Shield of Mississippi, Inc.)

## PART I

MAINE

ASSOCIATED HOSPITAL SERVICE OF MAINE  
(d/b/a MAINE BLUE CROSS AND BLUE SHIELD)  
110 Free Street  
Portland, Maine 04101

PROVIDER SERVICE AREA: State of Maine  
SPECIAL CLAIMS: HHA, Provider-Based HHA/Hospice, RHC

FTS 207-775-3536 (Direct Dial)  
FAX 207-854-5215

AGREEMENT NO. HCFA 87-001-1.22

William R. Johnson  
President

George W. Hansen  
Senior Vice President  
and Treasurer

Richard Haggerty  
Medicare Coordinator

Peter H. Brown  
Vice President  
Government Programs

Albert Harvey  
Director of Audit  
and Reimbursement

John Raeke  
Director  
Medicare Medical Review

MARYLAND

BLUE CROSS AND BLUE SHIELD OF MARYLAND, INC.  
P.O. Box 4368, 1946 Greenspring Drive  
Timonium Industrial Park  
Timonium, Maryland 21093

CORPORATE HEADQUARTERS ADDRESS:  
10455 Mill Run Circle  
Owings Mills, Maryland 21117

PROVIDER SERVICE AREA: State of Maryland and  
the District of

Columbia

FTS 301-561-4034 (Direct Dial)  
FAX 301-561-7951

AGREEMENT NO. HCFA 87-001-1.23  
HOURS: 8:00 - 4:15

Carl J. Sardegna  
President  
TELE: 301-998-5252

Philip H. Grantham  
Senior Vice President  
of Corporate Staff  
TELE: 301-998-5558

Glenn A. Shimmel  
Vice President  
Government Programs  
TELE: 301-561-4021

## PART I

MASSACHUSETTSBLUE CROSS AND BLUE SHIELD OF MASSACHUSETTS, INC.

100 Summer Street  
Boston, Massachusetts 02110

PROVIDER SERVICE AREA: State of Massachusetts

FTS 617-956-2532 (Direct Dial)  
FAX 617-350-4727

AGREEMENT NO. HCFA 87-001-1.24  
HOURS: 8:00 - 4:00

John Larkin Thompson  
President and Chief  
Executive Officer

Louis J. Resca, Jr.  
Vice President  
Government Programs

William C. Van Faasen  
Executive Vice President  
and Chief Operating

Gerald P. Roche  
Assistant Vice President  
Government Programs

MICHIGANBLUE CROSS AND BLUE SHIELD OF MICHIGAN

600 Lafayette East  
Detroit, Michigan 48226

PROVIDER SERVICE AREA: State of Michigan

FTS 313-225-9000 (Direct Dial)  
FAX 313-225-9397

AGREEMENT NO. HCFA 88-001-1.25  
HOURS: 8:30 - 4:45

Richard E. Whitmer  
President and Chief  
Executive Officer  
TELE: 313-225-0443

Mary Meakin  
Director  
Government Business  
Programs  
TELE: 313-225-8335

Thomas Walters  
Vice President of  
Reimbursement  
TELE: 313-225-0589

Daniel J. Kehoe  
Senior Vice President  
TELE: 313-225-8501

Rogerlene Reaves  
Manager  
Government Business  
Relations  
TELE: 313-225-8338

Joe Dobrich  
Director  
Medicare A Operations  
TELE: 313-225-9341

Rosalee Livingston  
Vice President  
Government Business  
Group  
TELE: 313-225-0860

## PART I

MINNESOTABLUE CROSS AND BLUE SHIELD OF MINNESOTA

P.O. Box 64357  
St. Paul, Minnesota 55164

STREET ADDRESS:  
3535 Blue Cross Road  
St. Paul, Minnesota 55164

PROVIDER SERVICE AREA: State of Minnesota

FTS 612-456-8000 (Direct Dial)  
FAX 612-456-1050

AGREEMENT NO. HCFA 88-001-1.26  
HOURS: 8:15 - 4:30

Andrew P. Czajkowski  
President  
TELE: 612-456-8400

Jennifer Joy Bahnmann  
Vice President  
Government Programs  
TELE: 612-456-8601

Sandra Humphrey  
Senior Manager  
Medicare A Operations  
TELE: 612-456-8621

Norman C. Storbakken  
Group Vice President and  
Chief Financial Officer  
TELE: 612-456-8040

Daryl Blowers  
Director  
Provider Audit and  
Reimbursement  
TELE: 612-456-8450

MISSISSIPPIBLUE CROSS AND BLUE SHIELD OF MISSISSIPPI, INC.

3545 Lakeland Drive  
P.O. BOX 23035  
Jackson, Mississippi 39225-3035

PROVIDER SERVICE AREA: States of Mississippi and  
Louisiana

FTS 601-932-3704 (Direct Dial)  
FAX 601-939-7035

AGREEMENT NO. HCFA 87-001-1.27  
HOURS: 8:00 - 4:30

R. Earl Beck  
Chairman

Maurine Blake  
Senior Vice President  
Government Programs

Sarah Burkett  
Assistant Vice President  
Medicare Benefits  
Administration

Aaron J. Johnston  
President and Chief  
Executive Officer

Richard Lefoldt  
Vice President  
Government Programs

Ed Hanchey  
Vice President  
Provider Reimbursement  
and Audit

## PART I

MISSOURI

(See Part III of this Directory  
- Blue Cross and Blue Shield of Missouri)

MONTANABLUE CROSS AND BLUE SHIELD OF MONTANA, INC.

## GREAT FALLS DIVISION

P.O. Box 5004

Great Falls, Montana 59403

## HELENA DIVISION

P.O. Box 4309

Helena, Montana 59601

## STREET ADDRESS:

3360 Tenth Avenue, South

Great Falls, Montana 59403

## STREET ADDRESS:

404 Fuller Avenue

Helena, Montana 59601

PROVIDER SERVICE AREA: State of Montana

FTS 406-791-4000 (Direct Dial)

FAX 406-727-9355

AGREEMENT NO. HCFA 87-001-1.30

HOURS: (Winter) 8:00 - 5:00

(Summer Hours - Memorial Day to Labor Day)

7:30 - 4:00

Alan F. Cain

President

(Located in

Helena Division)

FAX 406-442-9968

Carl Tanberg

Vice President

Provider Services

(Medicare Coordinator)

Mike Wagner

Medicare Manager

NEBRASKABLUE CROSS AND BLUE SHIELD OF NEBRASKA

P.O. Box 3248, Main Post Office Station

Omaha, Nebraska 68180

## STREET ADDRESS:

7261 Mercy Road

Omaha, Nebraska 68124

PROVIDER SERVICE AREA: State of Nebraska

FTS 402-390-1883 (Direct Dial)

FAX 402-392-2141

AGREEMENT NO. HCFA 87-001-1.31

HOURS: 8:00 - 4:30

William H. Heavey

President

David Realph

Senior Vice President

Finance and Government

Programs

John T. Hines

Vice President

Government Programs

NEVADA

(See Aetna Life Casualty Company)

## PART I

NEW HAMPSHIRENEW HAMPSHIRE-VERMONT HEALTH SERVICE

Two Pillsbury Street  
Concord, New Hampshire 03301

PROVIDER SERVICE AREA: States of New Hampshire and Vermont  
SPECIAL CLAIMS: RHC

FTS 603-224-9511 (Direct Dial)  
FAX 603-224-9511 Ask for Ext. 3054

AGREEMENT NO. HCFA 87-001-1.32  
HOURS: 8:00 - 4:30

John L. Marcille  
President

Edward Cutting  
Vice President  
Client Services

Roger Loos  
Director  
Medicare Satellite  
Administration

NEW JERSEYBLUE CROSS AND BLUE SHIELD OF NEW JERSEY, INC.

33 Washington Street  
Newark, New Jersey 07102

PROVIDER SERVICE AREA: State of New Jersey

FTS 201-456-2000 (Direct Dial)  
FAX 201-456-2050

AGREEMENT NO. HCFA 87-001-1.33  
HOURS: 8:00 - 5:00

Donald M. Daniels  
President  
TELE: 201-456-2601

Joan F. Boyle  
Executive Vice President  
TELE: 201-456-3174

NEW MEXICONEW MEXICO BLUE CROSS AND BLUE SHIELD, INC.

P.O. Box 13597  
Albuquerque, New Mexico 87192-3597

## STREET ADDRESS:

12800 Indian School Road, N.E.  
Albuquerque, New Mexico 87112

PROVIDER SERVICE AREA: States of New Mexico and Colorado  
SPECIAL CLAIMS: HHA, RHC

FTS 505-291-3540 (Direct Dial)  
FAX 505-291-3541

AGREEMENT NO. HCFA 87-001-1.34  
HOURS: 8:00 - 4:30

C. Wyndham Kidd, Jr.  
President

Virginia Thannisch  
Vice President  
Medicare A Operations  
TELE: 505-291-3557

Jerry Sconce  
Vice President  
Government Programs,  
RMHCC  
TELE: 505-291-3540

Jim Lundquist  
Vice President  
Medicare Audit and  
Reimbursement  
TELE: 505-291-3571

## PART I

NEW YORKEMPIRE BLUE CROSS AND BLUE SHIELD

622 Third Avenue  
New York, New York 10017

PROVIDER SERVICE AREA: State of New York

FTS 212-476-1000 (Direct Dial)  
FAX 212-682-5746

AGREEMENT NO. HCFA 87-001-1.38  
HOURS: 8:30 - 4:30

Albert A. Cardone  
Chairman of the Board  
and Chief Executive  
Officer  
TELE: 212-476-7171

Harvey W. Friedman  
Divisional Vice  
President  
Government Programs  
TELE: 212-476-3781

BILL PROCESSING SITE:  
CORRESPONDENCE SHOULD BE SENT TO:  
MEDICARE PART A BILL PROCESSING  
P.O. Box 4846  
Syracuse, New York 13221

STREET ADDRESS:  
518 James Street  
Syracuse, New York 13203

FTS 315-474-4100 (Direct Dial)  
FAX 315-474-8741

HOURS: 8:00 - 4:15

John B. Olsen  
Vice President  
Statewide Medicare A  
Operations  
TELE: 315-474-4120

NORTH CAROLINABLUE CROSS AND BLUE SHIELD OF NORTH CAROLINA

P.O. Box 2291  
Durham, North Carolina 27702

STREET ADDRESS:  
800 South Duke Street  
Durham, North Carolina 27701

PROVIDER SERVICE AREA: State of North Carolina

FTS 919-490-3540 (Direct Dial)  
FAX 919-688-4973

AGREEMENT NO. HCFA 87-001-1.43  
HOURS: 8:00 - 4:30

Thomas A. Rose  
President

Teresa L. Morris  
Director  
Medicare Claims

O. Brown Gardner  
Senior Director  
Medicare Programs

J. Sherman Owens  
Vice President  
Benefits Administration



## PART I

NORTH DAKOTABLUE CROSS AND BLUE SHIELD OF NORTH DAKOTA

4510 13th Avenue, S.W.  
 Fargo, North Dakota 58121

PROVIDER SERVICE AREA: State of North Dakota

FTS 701-282-1100 (Direct Dial)  
 FAX 701-282-1469

AGREEMENT NO. HCFA 87-001-1.44  
 HOURS: 8:00 - 4:30

Mayo Christianson  
 President  
 TELE: 701-282-1325

LeNoel Lichtsinn  
 Senior Vice President  
 TELE: 701-282-1329

David Cummings  
 Medicare Coordinator  
 and Manager  
 Medicare Operations  
 TELE: 701-282-1200

OHIOCOMMUNITY MUTUAL INSURANCE COMPANY

P.O. Box 145482  
 Cincinnati, Ohio 45250-5482

STREET ADDRESS  
 Holiday Park West  
 801 West Eight Street  
 Cincinnati, Ohio 45203

PROVIDER SERVICE AREA: State of Ohio

FTS 513-872-8100 (Direct Dial)  
 FAX 513-852-4249

AGREEMENT NO. HCFA 87-001-1.46  
 HOURS: 8:30 - 4:30

Dwane Houser  
 President and  
 Chief Executive Officer  
 TELE: 513-872-8100

Donald M. Dominick  
 Director  
 Medicare Finance and  
 Program Support  
 TELE: 513-852-4354

Ed Shamrock  
 Director  
 Audit and Reimbursement  
 TELE: 513-852-4330

Stefen F. Brueckner  
 Group Senior Vice  
 President and General  
 Manager  
 TELE: 513-977-8910

Richard Erb  
 Medicare Coordinator  
 TELE: 513-852-4288

Stephen E. Minnis  
 Director  
 Medicare Claims  
 Operations  
 TELE: 513-852-4201

Thomas C. Mowry  
 Vice President  
 Government Programs  
 TELE: 513-852-4230

## PART I

OKLAHOMA

GROUP HEALTH SERVICE OF OKLAHOMA, INC.  
 (d/b/a BLUE CROSS AND BLUE SHIELD OF OKLAHOMA)  
 1215 South Boulder Avenue  
 Tulsa, Oklahoma 74119

PROVIDER SERVICE AREA: State of Oklahoma

FTS 918-560-2090 (Direct Dial)  
 FAX 918-560-2112

AGREEMENT NO. HCFA 87-001-1.52  
 HOURS: 8:00 - 4:45

Ralph S. Rhoades  
 President and Chief  
 Executive Officer  
 TELE: 918-560-2410

Ronald F. King  
 Senior Vice President  
 TELE: 918-560-2195

Peggy A. Risinger Fache  
 Vice President and  
 Director of  
 Government Programs  
 TELE: 918-560-2090

OREGON

BLUE CROSS AND BLUE SHIELD OF OREGON  
 P.O. Box 8110  
 Portland, Oregon 97207-8110

STREET ADDRESS:  
 100 S.W. Market Street  
 Portland, Oregon 97201

PROVIDER SERVICE AREA: States of Oregon and Idaho  
 also Clark County in the State of Washington

FTS 503-721-7007 (Direct Dial)  
 FAX 503-228-3304

AGREEMENT NO. HCFA 87-001-1.53  
 HOURS: 9:00 - 3:00

Richard Woolworth  
 Chief Executive Officer  
 and President  
 TELE: 503-225-5206

James E. Verdick  
 Vice President  
 Government Programs  
 TELE: 503-721-7115

## PART I

PENNSYLVANIA

INDEPENDENCE BLUE CROSS  
 (Formerly BLUE CROSS OF GREATER PHILADELPHIA)  
 1901 Market Street  
 Philadelphia, Pennsylvania 19103

PROVIDER SERVICE AREA: Pennsylvania Counties of Philadelphia,  
 Bucks, Montgomery, Chester, and Delaware  
 SPECIAL CLAIMS: HHA

FTS 215-241-2400 (Direct Dial)  
 FAX 215-241-2774

AGREEMENT NO. HCFA 87-001-1.72  
 HOURS: 8:15 - 4:30

G. Fred DiBona, Jr.  
 President and Chief  
 Executive Officer  
 TELE: 215-241-2422

Eugene J. Ott  
 Executive Vice President  
 and Chief Operating  
 Officer  
 TELE: 215-241-2424

Robert A. McKeown  
 Senior Vice President  
 Provider Services  
 TELE: 215-241-2770

BLUE CROSS OF WESTERN PENNSYLVANIA  
 Fifth Avenue Place  
 Pittsburgh, Pennsylvania 15222

PROVIDER SERVICE AREA: Pennsylvania Counties except those  
 listed for Independence Blue Cross  
 SPECIAL CLAIMS: RHC

FTS 412-255-7000 (Direct Dial)  
 FAX 412-392-4660

AGREEMENT NO. HCFA 87-001-1.56  
 HOURS: 8:30 - 4:45

Eugene J. Barone  
 President  
 TELE: 412-255-8250

Gus P. Georgiadis  
 Senior Vice President  
 Consumer/Government  
 Programs  
 TELE: 412-255-7858

Marilyn Koch  
 Vice President  
 Government Programs  
 TELE: 412-255-7351

RHODE ISLAND

BLUE CROSS AND BLUE SHIELD OF RHODE ISLAND  
 444 Westminster Mall  
 Providence, Rhode Island 02901

PROVIDER SERVICE AREA: State of Rhode Island

FTS 401-272-8500 (Direct Dial)  
 FAX 401-272-2389

AGREEMENT NO. HCFA 87-001-1.58

Douglas J. McIntosh  
 President

George Schobel  
 Senior Vice President  
 Government Programs

John Lauzon  
 Director of Federal  
 Programs

## PART I

SOUTH CAROLINABLUE CROSS AND BLUE SHIELD OF SOUTH CAROLINA  
MEDICARE

Fontaine Business Center  
300 Arbor Lake Drive, Suite 400  
Columbia, South Carolina 29223

PROVIDER SERVICE AREA: State of South Carolina  
SPECIAL CLAIMS: HHA, PE

FTS 803-754-1968 (Direct Dial)  
FAX 803-754-6762

AGREEMENT NO. HCFA 87-001-1.59  
HOURS: 8:30 - 5:00

M. Edward Sellers  
President and  
Chief Operating Officer

William R. Horton  
Vice President  
Medicare Operations

Leon C. Myers  
Assistant Vice President  
Medicare Part A  
TELE: 803-425-4534

John N. Dart  
Assistant Vice President  
Medicare Audit &  
Reimbursement  
TELE: 803-786-6903

SOUTH DAKOTA

(See IASD Health Service Corp)

TENNESSEEBLUE CROSS AND BLUE SHIELD OF TENNESSEE

801 Pine Street  
Chattanooga, Tennessee 37402

PROVIDER SERVICE AREA: State of Tennessee  
SPECIAL CLAIMS: RHC

FTS 615-755-5779 (Direct Dial)  
FAX 615-752-6518

AGREEMENT NO. HCFA 87-001-1.60  
HOURS: 8:00 - 4:15

James R. McGuff  
President

Wesley Sorrow  
Vice President  
Finance

David L. Deal  
Vice President  
Government Programs

William A. Nuckols  
Executive Vice President  
Chief Administrative  
Officer

Robert Wortman  
Executive Vice President  
Internal Affairs

## PART I

TEXASBLUE CROSS AND BLUE SHIELD OF TEXAS, INC.

P.O. Box 660156  
Dallas, Texas 75266-0156

STREET ADDRESS:  
901 South Central Expressway  
Richardson, Texas 75080

PROVIDER SERVICE AREA: State of Texas

FTS 214-669-6900 (Direct Dial)  
FAX 214-669-7612

AGREEMENT NO. HCFA 87-001-1.62  
HOURS: 7:30 - 4:00

John D. Melton  
President  
TELE: 214-669-6010

Rogers K. Coleman, M.D.  
Executive Vice President  
TELE: 214-669-6011

Edwin D. Langford  
Vice President  
Provider Reimbursement  
TELE: 214-680-7600

Jeff Langmead  
Senior Vice President  
TELE: 214-669-6065

Vernon Walker  
Vice President  
Comptroller  
TELE: 214-669-6190

Lelia Wright  
Vice President  
Medicare  
TELE: 214-669-7414

UTAHBLUE CROSS AND BLUE SHIELD OF UTAH

2455 Parley's Way  
P.O. Box 30270  
Salt Lake City, Utah 84130

PROVIDER SERVICE AREA: State of Utah

FTS 801-487-6441 (Direct Dial)  
FAX 801-481-6994

AGREEMENT NO. HCFA 87-001-1.63  
HOURS: 8:30 - 4:30

Jed Pitcher  
President and  
Chief Executive Officer  
TELE: 801-481-6665

Frank Leonard  
Vice President  
Finance  
TELE: 801-481-6535

Frank Brown  
Vice President  
Government Programs  
(Medicare Coordinator)  
TELE: 801-481-6673

VERMONT

(See New Hampshire-Vermont Health Service)

## PART I

VIRGINIABLUE CROSS AND BLUE SHIELD OF VIRGINIA

602 South Jefferson Street  
P.O. Box 12201  
Roanoke, Virginia 24023-2201

PROVIDER SERVICE AREA: States of Virginia and West Virginia

FTS 804-359-7000 (Direct Dial)  
FAX 703-985-2089 (Roanoke Office)  
804-342-2225 (Richmond Office)

AGREEMENT NO. HCFA 87-001-1.64  
HOURS: 8:15 - 4:45

Norwood H. Davis, Jr.  
Chief Executive Officer  
and Chairman of the  
Board  
TELE: 804-359-7173

Paul S. Keyser  
Vice President  
Medicare Operations  
TELE: 703-985-2069

Thomas Jarvis  
Director  
Medicare Operations  
TELE: 703-985-3930

Timothy Brown  
Director  
Reimbursement  
TELE: 804-342-2222

WASHINGTONBLUE CROSS OF WASHINGTON AND ALASKA

P.O. Box 2847  
Seattle, Washington 98111-2847

STREET ADDRESS:  
7001 - 220TH S.W.  
Mountlake Terrace, Washington 98043

PROVIDER SERVICE AREA: States of Washington and Alaska

FTS 206-670-5524 (Direct Dial)  
FAX 206-670-5543

AGREEMENT NO. HCFA 87-001-1.66  
HOURS: 8:30 - 5:00

Donald Lockwood  
President  
TELE: 206-361-3854

Bill Eastwood  
Vice President  
Benefit Services  
TELE: 206-670-4168

Janet Russell  
Manager  
Federal Programs  
TELE: 206-670-5504

Edward C. Fruetel  
Vice President  
Federal Programs  
TELE: 206-670-5005

## PART I

WEST VIRGINIA

(See Blue Cross and Blue Shield of Virginia)

WISCONSINBLUE CROSS & BLUE SHIELD UNITED OF WISCONSINP.O. Box 2025  
Milwaukee, Wisconsin 53212-2025STREET ADDRESS:  
1515 N. River Center Drive  
Milwaukee, Wisconsin 53212PROVIDER SERVICE AREA: States of Wisconsin, New York,  
New Jersey, Puerto Rico, Michigan, and  
Minnesota

## SPECIAL CLAIMS: HHA

FTS 414-226-5000 (Direct Dial)  
FAX 414-226-5226AGREEMENT NO. HCFA 87-001-1.70  
HOURS: (Winter) 8:00 - 4:30  
(Summer) 7:45 - 4:30  
((  
(Fri. Only) 7:45 - 1:30Thomas R. Hefty  
President and Chief  
Executive Officer  
TELE: 414-226-6295Thomas D. Williams  
Vice President  
Government Programs  
TELE: 414-226-6004Larry Pierzchalski  
Senior Manager  
Provider Audit  
TELE: 414-226-6991Thomas Gazzana  
Vice President  
Health Management  
TELE: 414-226-6202WYOMINGBLUE CROSS AND BLUE SHIELD OF WYOMING4000 House Avenue  
P.O. Box 2266  
Cheyenne, Wyoming 82001

PROVIDER SERVICE AREA: State of Wyoming

FTS 307-634-1393 (Direct Dial)  
FAX 307-778-8582AGREEMENT NO. HCFA 87-001-1.71  
HOURS: 8:00 - 5:00Charles E. Chapman  
President  
Medicare Coordinator  
TELE: 307-634-1393Lloyd Wilder  
Senior Director of  
Federal Programs  
TELE: 307-634-1393

## PART II - BLUE SHIELD PLANS

### ALABAMA

#### BLUE CROSS AND BLUE SHIELD OF ALABAMA

450 Riverchase Parkway, East  
Birmingham, Alabama 35298

JURISDICTION: State of Alabama

FTS 205-988-2100 (Direct Dial)  
FAX 205-988-2949

CONTRACT NO. HCFA 87-003-2  
HOURS: 8:00 - 4:45

E. Gene Thrasher  
President and  
Chief Operating Officer  
TELE: 205-988-2116

Charles R. Hartsell  
Senior Vice President  
of Claims and  
Legislative Affairs  
TELE: 205-988-2126

Leigh Forman  
Manager  
Medicare B Claims  
TELE: 205-988-2777

Horace L. (Dick) Jones  
Executive Vice President  
TELE: 205-988-2121

Norman Love  
Vice President  
Government Claims  
TELE: 205-988-2137

### ALASKA

(See Aetna Life and Casualty Company)

### ARIZONA

(See Aetna Life and Casualty Company)

### ARKANSAS

#### ARKANSAS BLUE CROSS AND BLUE SHIELD, INC. A MUTUAL INSURANCE COMPANY

601 Gaines Street  
Little Rock, Arkansas 72203

JURISDICTION: State of Arkansas

FTS 501-740-5011 (Direct Dial)  
FAX 501-378-2804

CONTRACT NO. HCFA-87-004-2  
HOURS: 8:00 - 4:45

George K. Mitchell, M.D.  
President  
TELE: 501-378-2133

Regina H. Stewart  
Vice President  
Government Programs  
TELE: 501-378-2836

Theresa Milligan  
Manager, Government  
Programs Support  
TELE: 501-378-2078

Sharon Allen  
Executive Vice President  
TELE: 501-378-2145



## PART II

CALIFORNIA

CALIFORNIA PHYSICIANS' SERVICE  
 (d/b/a BLUE SHIELD OF CALIFORNIA)  
 P.O. Box 7013  
 San Francisco, California 94120

STREET ADDRESS:  
 1 Beach Street  
 San Francisco, California 94133

JURISDICTION: State of California (North)

FTS 415-445-5087 (Direct Dial)  
 FAX 415-445-5677

CONTRACT NO. HCFA-87-005-2  
 HOURS: 8:00 - 4:30

Thomas C. Patton  
 Chief Executive Officer  
 and Chairman  
 TELE: 415-445-5087

Michael Ganahl  
 Senior Vice President  
 and Chief Financial  
 Officer  
 TELE: 415-445-5101

James McMurtry  
 Vice President  
 Medicare  
 FTS 415-445-5455

Charles W. Stewart  
 President  
 TELE: 415-445-5097

Margaret Green  
 Senior Vice President  
 Standard Claims and  
 Medicare  
 TELE: 415-445-5646

Diane Jimenez  
 Manager  
 Medicare Liaison  
 and Medical Review  
 TELE: 415-445-5413

COLORADO

ROCKY MOUNTAIN HOSPITAL AND MEDICAL SERVICE  
 (d/b/a BLUE CROSS AND BLUE SHIELD OF COLORADO)  
 700 Broadway  
 Denver, Colorado 80273

JURISDICTION: State of Colorado

FTS 303-831-2131 (Direct Dial)  
 FAX 303-839-5876

CONTRACT NO. HCFA-87-006-2  
 HOURS: 8:00 - 4:30

Jerry Sconce  
 Vice President  
 TELE: 303-831-2792

James Wanebo  
 Director  
 Medicare Part B Claims  
 Operations  
 TELE: 303-831-2943

David E. Wilson  
 Senior Vice President  
 Chief Financial Officer  
 Finance  
 TELE: 303-831-2404

Tom Gillgannon  
 Vice President  
 Government Programs  
 TELE: 303-831-2788

Susan Schutte  
 Director  
 Government Services  
 TELE: 303-831-2276

## PART II

CONNECTICUT

(See The Travelers Insurance Company)

DELAWARE

(See Pennsylvania Blue Shield)

DISTRICT OF COLUMBIA

(See Pennsylvania Blue Shield)

FLORIDABLUE CROSS AND BLUE SHIELD OF FLORIDA, INC.

532 Riverside Avenue

P.O. Box 1798

Jacksonville, Florida 32231

JURISDICTION: State of Florida

FTS 904-791-6111 (Direct Dial)  
 FAX 904-791-6838 (Medicare B Only)

CONTRACT NO. HCFA-87-009-2  
 HOURS: 8:00 - 4:30

William E. Flaherty  
 President

Karen Huber  
 Director  
 Quality and Technical  
 Services

Jeff Hinson  
 Director of Claims

Antonio (Tony) Favino  
 Senior Vice President  
 Operations

Henry Douglas  
 Director of  
 Communications

Curtis Lord  
 Director  
 Administrative Services  
 and Health Services Data

W. Charles Scott  
 Vice President  
 Medicare Part B

GEORGIA

(See Aetna Life and Casualty Company)

HAWAII

(See Atena Life and Casualty Company)

IDAHO

(See Connecticut General Life Insurance Company)

## PART II

ILLINOISHEALTH CARE SERVICE CORPORATION

233 North Michigan Avenue  
Chicago, Illinois 60601

JURISDICTION: State of Illinois

FTS 312-938-6000 (Direct Dial)  
FAX 312-861-0319

CONTRACT NO. HCFA-89-010-2  
HOURS: 8:00 - 4:00

S. Martin Hickman  
President and Chief  
Executive Officer  
TELE: 312-938-6817

John F. Nutting  
Senior Vice President  
Government Contracts  
TELE: 312-938-6209

Ann J. Shannon  
Vice President  
Medicare Part B Support  
TELE: 312-938-7474

MARION FACILITY:  
P.O. Box 995  
Marion, Illinois 62959

FTS 618-997-2311  
FAX 618-993-8091

William J. Gowen  
Vice President  
Medicare Part B

Donna Stewart  
Medicare Coordinator

INDIANAASSOCIATED INSURANCE COMPANIES, INC.

(d/b/a BLUE CROSS AND BLUE SHIELD OF INDIANA)

OPERATIONS OFFICES:  
8320 Craig Street, Suite 100  
Indianapolis, Indiana 46250-0452

EXECUTIVE OFFICES:  
120 West Market Street  
Indianapolis, Indiana 46204-2805

JURISDICTION: State of Indiana

FTS 317-841-4425 (Direct Dial)  
FAX 317-841-4691

CONTRACT NO. HCFA-88-011-2  
HOURS: 8:00 - 4:15

Lloyd J. Banks  
Chairman of the Board  
and Chief Executive  
Officer  
TELE: 317-263-4703

L. Ben Lytle  
President and Chief  
Operating Officer  
TELE: 317-263-4292

Stephen Crickmore  
Vice President  
Medicare A and B  
TELE: 317-841-4540

Richard C. Kilborn  
Vice Chairman of the  
Board  
TELE: 317-263-4610

Ronald E. Rosenberg  
Executive Vice President  
Government and Consumer  
Sector  
TELE: 317-263-4490

Marsha Barker  
Medicare Coordinator  
TELE: 317-841-4405

## PART II

IOWAIASD HEALTH SERVICES CORP.

636 Grand Avenue  
Station 28  
Des Moines, Iowa 50309

JURISDICTION: State of Iowa

FTS 515-245-4618 (Direct Dial)  
FAX 515-245-3984

CONTRACT NO. HCFA-87-012-2  
HOURS: 8:00 - 4:30

Robert D. Ray  
President and Chief  
Executive Officer

C. Craig Hennesy  
Chief Operating Officer

Sally T. Wood  
Vice President  
Government Programs

KANSASBLUE CROSS AND BLUE SHIELD OF KANSAS, INC.

1133 Topeka Avenue  
P.O. Box 239  
Topeka, Kansas 66601

JURISDICTION: States of Kansas (All Counties except  
Johnson  
and Wyandotte) and Nebraska

FTS 913-291-7000 (Direct Dial)  
FAX 913-291-7824

CONTRACT NO. HCFA-88-040-2  
HOURS: 8:00 - 4:30

G. Wayne Johnston  
President

Jay Lohmann  
Vice President  
Government Programs and  
Community Affairs

Beryl Lowry-Born  
Controller

Thomas L. Miller  
Senior Vice President  
Internal Affairs

KENTUCKYBLUE CROSS AND BLUE SHIELD OF KENTUCKY, INC.

100 East Vine Street  
6th Floor  
Lexington, Kentucky 40507

JURISDICTION: State of Kentucky

FTS 606-233-1436 (Direct Dial)  
FAX 606-281-5819

CONTRACT NO. HCFA-87-036-2  
HOURS: 8:00 - 4:30

Steven T. Bow  
President and Chief  
Executive Officer  
TELE: 502-423-2522

Frank F. Broadus, Jr.  
Vice President  
Government Programs

Robert B. Fleming  
Director  
Finance and Strategic  
Planning  
TELE: 502-423-2550

Sheleen Q. Fryer  
Senior Vice President  
Operations  
TELE: 502-423-2099

Gary Calabrese  
Director  
Medicare Part B Division  
TELE: 606-281-5805

## PART II

LOUISIANA

(See Arkansas Blue Cross and Blue Shield, Inc.)

MAINE

(See Blue Cross and Blue Shield of Massachusetts, Inc.)

MARYLANDBLUE CROSS AND BLUE SHIELD OF MARYLAND, INC.

P.O. Box 4368, 1946 Greenspring Drive  
Timonium Industrial Park  
Timonium, Maryland 21093

CORPORATE HEADQUARTERS ADDRESS:  
10455 Mill Run Circle  
Owings Mills, Maryland 21117

JURISDICTION: All Maryland Counties except Princes Georges  
and Montgomery (See Pennsylvania Blue Shield)

FTS 301-561-4045 (Direct Dial)  
FAX 301-561-7951

CONTRACT NO. HCFA-87-014-2  
HOURS: 8:00 - 4:15

Carl J. Sardegna  
President  
TELE: 301-998-5252

Philip H. Grantham  
Senior Vice President  
of Corporate Staff  
TELE: 301-998-5558

Glenn A. Shimmel  
Vice President  
Government Programs  
TELE: 561-4021

MASSACHUSETTSBLUE CROSS AND BLUE SHIELD OF MASSACHUSETTS, INC.

100 Summer Street  
Boston, Massachusetts 02110

JURISDICTION: States of Massachusetts, Maine,  
New Hampshire and Vermont

FTS 617-956-3414 (Direct Dial)  
FAX 617-956-2703

CONTRACT NO. HCFA-87-015-2  
HOURS: 8:00 - 4:00

John Larkin Thompson  
President and Chief  
Executive Officer

William C. Van Faasen  
Executive Vice President  
and Chief Operating  
Officer

Louis J. Resca, Jr.  
Executive Vice President  
and Chief Operating  
Officer

## PART II

MICHIGANBLUE CROSS AND BLUE SHIELD OF MICHIGAN

600 Lafayette East  
 Detroit, Michigan 48226

JURISDICTION: State of Michigan

FTS 313-225-9000 (Direct Dial)  
 FAX 313-225-9397

CONTRACT NO. HCFA-88-016-2  
 HOURS: 8:30 - 4:45

Richard E. Whitmer  
 President and Chief  
 Executive Officer  
 TELE: 313-255-0443

Rosalee Livingston  
 Vice President  
 Government Business  
 Group  
 TELE: 313-225-0860

Lou Gorning  
 Director  
 Medicare B Operations  
 TELE: 313-225-7374

Daniel J. Kehoe  
 Senior Vice President  
 TELE: 313-225-8501

Mary Meakin  
 Director  
 Government Business  
 Programs  
 TELE: 313-225-8335

Rogerlene Reaves  
 Manager  
 Government Business  
 Relations  
 TELE: 313-225-8338

MINNESOTABLUE CROSS AND BLUE SHIELD OF MINNESOTA

P.O. Box 64357  
 St. Paul, Minnesota 55164

STREET ADDRESS:  
 Waterview Office Tower  
 1200 Yankee Doodle Road  
 Eagan, Minnesota 55122

JURISDICTION: All Minnesota Counties except Anoka, Dakota, Fillmore,  
 Goodhue, Hennepin, Houston, Olmstead, Ramsey,  
 Wabasha,  
 Washington and Winona. (See Travelers Insurance Company).

FTS 612-456-8000 (Direct Dial)  
 FAX 612-456-1050

CONTRACT NO. HCFA-88-035-2  
 HOURS: 8:15 - 4:30

Andrew P. Czajkowski  
 President  
 TELE: 612-456-8400

Jennifer Joy Bahnemann  
 Assistant Vice President  
 Government Programs  
 TELE: 612-456-8601

Mary Jane Salem  
 Senior Manager  
 Medicare B Operations  
 TELE: 612-456-8643

Norman C. Storbakken  
 Group Vice President and  
 Chief Financial Officer  
 TELE: 612-456-8040

## PART II

MISSISSIPPI

(See The Travelers Insurance Company)

MISSOURIBLUE CROSS AND BLUE SHIELD OF KANSAS CITY

P.O. Box 419840  
 Kansas City, Missouri 64141

STREET ADDRESS:  
 2301 Main  
 Kansas City, Missouri 64141

JURISDICTION: Western Missouri and the Counties of  
 Johnson and Wyandotte in Kansas

FTS 816-395-2222 (Direct Dial)  
 FAX 314-259-7047

CONTRACT NO. HCFA-87-017-2  
 HOURS: 8:00 - 4:30

Richard P. Krecker  
 President

John Walker  
 Executive Vice President

DIRECT CORRESPONDENCE  
 TO:  
 Brian Thompson  
 Director, Medicare

MONTANABLUE CROSS AND BLUE SHIELD OF MONTANA, INC.

P.O. Box 4309  
 404 Fuller Avenue  
 Helena, Montana 59601

JURISDICTION: State of Montana

FTS 406-791-4000 (Direct Dial)  
 FAX 406-442-9968

CONTRACT NO. HCFA-87-018-2  
 HOURS: 8:00 - 5:00

Alan F. Cain  
 President  
 TELE: 406-791-4000

Hal Rawson  
 Vice President  
 Planning and Government  
 Operations  
 (Medicare Coordinator)  
 TELE: 406-444-8262

Marsha Vanderhoff  
 Medicare Manager  
 TELE: 406-444-8374

## PART II

NEBRASKA

(See Blue Cross and Blue Shield of Kansas, Inc.)

NEVADA

(See Aetna Life and Casualty Company)

NEW HAMPSHIRE

(See Blue Cross and Blue Shield of Massachusetts)

NEW JERSEY

(See Pennsylvania Blue Shield)

## PART II

NEW MEXICO

(See Aetna Life and Casualty Company)

NEW YORKBLUE SHIELD OF WESTERN NEW YORK275 Oak Street, P.O. Box 356  
Buffalo, New York 14240-0356

## UPSTATE MEDICARE DIVISION:

7-9 Court Street  
Binghamton, New York 13901-3197JURISDICTION: The State of New York (except for the  
Counties served by Empire and Group Health, Inc.)FTS 716-855-7000 (Direct Dial)  
FAX 716-855-6922 or 716-855-6921CONTRACT NO. HCFA 87-022-2  
HOURS: 8:15 - 4:30John T. Manyon  
President and  
Chief Executive  
Officer  
TELE: 716-855-6981Richard W. Schlehr  
Senior Financial  
Vice President  
TELE: 716-855-7117Jerry Maciejewski  
Senior Vice President  
and Chief Operating  
Officer  
Upstate Medicare  
Division  
TELE: FTS 607-772-9264  
FAX 607-779-6395NOTE: Correspondence  
concerning Medicare  
should be sent directly  
to the Upstate Medicare  
Division



## PART II

NEW YORK (Continued)EMPIRE BLUE CROSS AND BLUE SHIELD

622 Third Avenue  
New York, New York 10017

JURISDICTION: Counties of Bronx, Columbia, Delaware, Dutchess,  
Greene, Kings, Nassau, New York, Orange, Putnam, Richmond,  
Rockland, Suffolk, Sullivan, Ulster and Westchester.

FTS 212-490-4567 (Direct Dial)  
FAX 212-682-5746

CONTRACT NO. HCFA 87-021-2  
HOURS: 8:30 - 4:30

Albert A. Cardone  
Chairman of the Board  
and Chief Executive  
Officer  
TELE: 212-490-7070

Harvey W. Friedman  
Divisional Vice  
President  
Government Programs  
TELE: 212-490-4470

Gloria M. McCarthy  
Vice President  
Part B  
TELE: 212-490-5577

NORTH CAROLINA

(See Connecticut General Life Insurance Company)

NORTH DAKOTABLUE CROSS BLUE SHIELD OF NORTH DAKOTA

4510 13TH Avenue, S.W.  
Fargo, North Dakota 58121

JURISDICTION: The States of North Dakota,  
South Dakota and Wyoming

FTS 701-282-1100 (Direct Dial)  
FAX 701-282-1469

CONTRACT NO. HCFA 87-023-2  
HOURS: 8:00 - 4:30

Mayo Christianson  
President  
TELE: 701-282-1325

LeNoel Lichtsinn  
Senior Vice President  
TELE: 701-282-1329

David Cummings  
Medicare Coordinator  
TELE: 701-282-1220

OHIO

(See Nationwide Mutual Insurance Company)

OKLAHOMA

(See Aetna Life and Casualty Company)

OREGON

(See Aetna Life and Casualty Company)

## PART II

PENNSYLVANIAPENNSYLVANIA BLUE SHIELD

P.O. Box 89065

Camp Hill, Pennsylvania 17089-0065

FOR EXPRESS MAIL:

1800 Center Street

Camp Hill, Pennsylvania 17089

JURISDICTION: States of Pennsylvania, Delaware, and New Jersey; District of Columbia, City of Alexandria, Arlington and Fairfax Counties in Virginia; Prince Georges and Montgomery Counties in Maryland.

FTS 717-763-3151 (Direct Dial)  
 FAX 717-731-2431 (Center Street)  
 717-975-7045 (Center Street)  
 717-561-5608 (East Park Drive)

CONTRACT NO. HCFA 87-025-2

HOURS: 8:30 - 4:45

Samuel Ross  
 President  
 TELE: 717-763-3415

Richard Johnson  
 Vice President  
 Medicare Support  
 Services  
 TELE: 717-763-2456

Joseph A. Kreuer  
 Vice President  
 Medicare Operations NJ  
 TELE: 717-561-5604

Everett F. Bryant  
 Senior Vice President  
 Government Business  
 TELE: 717-763-3919

Joseph Kreuer  
 Vice President  
 Medicare Operations  
 New Jersey  
 TELE: 717-561-5604

Robert B. Edmiston, M.D.  
 Senior Vice President  
 Professional Affairs  
 TELE: 717-763-3312

PUERTO RICO

SEGUROS DE SERVICIO DE SALUD DE PUERTO RICO, INC.  
 Box 71391, San Juan, Puerto Rico 00936-3628

## STREET ADDRESS:

1441 Franklin D. Roosevelt Avenue  
 Caparra, Puerto Rico 00920

JURISDICTION: Puerto Rico and U.S. Virgin Islands

FTS 809-749-4949 (Switch Board)  
 FTS 809-749-4080 (Medicare)  
 FAX 809-749-4091

CONTRACT NO. HCFA 87-033-2

HOURS: 7:45 - 4:15

Atlantic Standard Time

Miguel Vasquez-Deynes  
 President  
 TELE: 809-749-4114

Dr. Magali Maldonado-Oms  
 M.D., M.P.H.  
 Senior Vice President  
 Medicare  
 TELE: 809-749-4080

Rubén Elí Matos  
 Administrative Assistant  
 Medicare  
 TELE: 809-749-4033

Ms. Socorro Rivas  
 Executive Vice President  
 TELE: 809-749-4118

Orlando Lomba-Amador  
 Assistant Vice President  
 Medicare  
 TELE: 809-749-4031

## PART II

RHODE ISLANDBLUE CROSS AND BLUE SHIELD OF RHODE ISLAND

444 Westminster Mall  
Providence, Rhode Island 02901

JURISDICTION: State of Rhode Island

FTS 401-272-8500 (Direct Dial)  
FAX 401-272-2389

CONTRACT NO. HCFA 87-026-2

Douglas J. McIntosh  
President

George Schobel  
Vice President  
Government Programs

John Lauzon  
Director of Federal  
Programs

SOUTH CAROLINABLUE CROSS AND BLUE SHIELD OF SOUTH CAROLINA  
MEDICARE

Fontaine Business Center  
300 Arbor Lake Drive, Suite 400  
Columbia, South Carolina 29223

JURISDICTION: State of South Carolina  
SPECIAL CLAIMS: PE Nutrition, Immunosuppressive Drug

FTS 803-754-1968 (Direct Dial)  
FAX 803-754-6762

CONTRACT NO. HCFA 87-027-2  
HOURS: 8:30 - 5:00

M. Edward Sellers  
President and  
Chief Operating Officer

Ann S. Archibald  
Assistant Vice President  
Medicare Part B

William R. Horton  
Vice President  
Medicare Operations

SOUTH DAKOTA

(See Blue Shield of North Dakota)

TENNESSEE

(See Connecticut General Life Insurance Company)

## PART II

TEXASBLUE CROSS AND BLUE SHIELD OF TEXAS, INC.

901 South Central Expressway  
Richardson, Texas 75080

JURISDICTION: State of Texas

FTS 214-669-6900 (Direct Dial)  
FAX 214-669-7612

CONTRACT NO. HCFA 87-029-2  
TELE: 7:30 - 4:00

John D. Melton  
President  
TELE: 214-669-6010

Jeff Langmead  
Senior Vice President  
TELE: 214-669-6065

Lelia Wright  
Vice President  
Medicare  
TELE: 214-669-7266

Rogers K. Coleman, M.D.  
Executive Vice President  
TELE: 214-669-6011

Vernon Walker  
Vice President  
Comptroller  
TELE: 214-669-6190

UTAHBLUE CROSS AND BLUE SHIELD OF UTAH

2455 Parley's Way  
P.O. Box 30270, Medicare B  
Salt Lake City, Utah 84130

JURISDICTION: State of Utah

FTS 801-487-6441 (Direct Dial)  
FAX 801-481-6994

CONTRACT NO. HCFA 87-030-2  
HOURS: 8:30 - 4:30

Jed Pitcher  
President and  
Chief Executive Officer  
TELE: 801-481-6665

Frank Leonard  
Vice President  
Finance  
TELE: 801-481-6535

Frank Brown  
Vice President  
Government Programs  
(Medicare Coordinator)  
TELE: 801-481-6673

VERMONT

(See Blue Cross and Blue Shield of Massachusetts - Tri State)

VIRGINIA

(See The Travelers Insurance Company)

## PART II

WASHINGTONKING COUNTY MEDICAL BLUE SHIELD

P.O. Box 21267  
Seattle, Washington 98111

MAILING ADDRESS:  
1800 Ninth Avenue  
Seattle, Washington 98101

JURISDICTION: State of Washington

FTS 206-464-3600 (Direct Dial)  
FAX 206-343-0848

CONTRACT NO. HCFA 90-045-2  
HOURS: 8:00 - 5:00

Winlock W. Pickering  
President  
TELE: 206-464-3624

Dale M. Francis  
Senior Vice President  
TELE: 206-464-3625

Darrell W. Meyers  
Vice President,  
Administration  
TELE: 206-464-3696

Christina Melnykovich  
Vice President  
TELE: 206-464-3600

WEST VIRGINIA

(See Nationwide Mutual Insurance Company)

WISCONSIN

(See Wisconsin Physician's Service Corporation)

WYOMING

(See BC & BS of North Dakota)

# PART III - COMMERCIAL AND INDEPENDENT

## AETNA LIFE AND CASUALTY COMPANY

### [HOME OFFICE]

151 Farmington Avenue  
Hartford, Connecticut 06156

### EXPRESS MAIL ONLY:

Medicare Administration - M-323  
306 Industrial Park Road  
Middletown, Connecticut 06457

### PART A PROVIDER SERVICE AREA:

States of Arizona, California, Connecticut,  
Florida, Illinois, Massachusetts, Nevada, New Jersey,  
Pennsylvania, Tennessee and Washington

### PART B JURISDICTION:

States of Alaska, Arizona, Georgia, Nevada,  
Oklahoma, Oregon, Hawaii, New Mexico, Guam, and  
Northern Marianna Islands

### SPECIAL CLAIMS: HHA, RHC, OPA, HL

FTS 203-636-5666 (Direct Dial)  
FAX 203-636-1337

AGREEMENT NO. HCFA 87-300-1  
CONTRACT NO. HCFA 87-300-2  
CONTRACT NO. HCFA 88-326-2  
(For Georgia)

James Lynn  
President

Edmund Kelly  
Vice President, Claims  
Employee Benefits  
Division

Robert S. Champaign  
Assistant Vice President  
Medicare Administration  
TELE: 203-636-5669

Peggy Nail  
Director  
Part B  
TELE: 203-636-5643

Cecil Bonneville  
Medicare Administration  
Group Division  
Audit and Reimbursement  
TELE: 203-636-5612

Janet Kalas  
Director Part A  
TELE: 203-636-5667

Terrance Keefe  
Manager, Fiscal  
Management and  
Planning  
TELE: 203-636-5671

## PART III

AETNA (Continued)FIELD OFFICES - PART ACALIFORNIA

Pat Taormino  
Regional Manager  
Medicare Benefits  
Administration  
P.O. Box 808019  
Petaluma, California  
94975-8019  
1353 Redwood Way  
Petaluma, CA 94954

FTS 707-792-5801  
FTS 707-664-0365  
FAX 707-795-1613  
HOURS 8:00 - 4:15

CONNECTICUT

William Doyle  
Manager  
Medicare Claims  
Administration  
270 Farmington Ave.  
2nd Floor  
P.O. Box 329  
Farmington, CT 06032

FTS 203-677-8517  
FAX 203-676-9927

FLORIDA

Robert L. Grathwohl  
Manager  
Aetna Medicare  
Administration  
2280 U.S. Highway 19 N.  
Suite 165  
Clearwater, FL  
34623-2193

FTS 813-796-8292  
FAX 813-796-5694  
HOURS: 8:00 - 4:00

ILLINOIS

Paul A. Klopfenstein  
Regional Manager  
  
C. Norman Moore  
Central Regional Manager  
Provider Audit

4507 N. Sterling Avenue  
P.O. Box 1702  
Peoria, IL 61615-3800

FTS 309-686-2310  
FAX 309-686-1142

PENNSYLVANIA

Gerald G. Livesey  
Manager  
Claims Administration

Dennis Phipps  
Manager, Audit and  
Reimbursement  
501 Office Center Drive  
Fort Washington, PA  
19034

FTS 215-643-7200  
FAX 215-540-9520  
HOURS: 8:00 - 4:15

WASHINGTON

Sheldon Grossman  
Manager  
Audit and Reimbursement  
2201 Sixth Avenue  
Suite 500  
Seattle, WA 98121

AUDIT AND REIMBURSEMENTCALIFORNIA

Ricardo R. Yumil  
Manager, Medicare  
Audit and Reimbursement  
Administration  
P.O. Box 808019  
Petaluma, CA 94975-8019

939 Transport Way  
Petaluma, CA 94975

FTS 707-664-0365 Claims  
707-664-0801 Audit  
FAX 707-763-2577  
HOURS: 8:00 - 4:15

Joe Padre, Manager  
Medicare Audit and  
Reimbursement  
6180 Laurel Canyon Blvd.  
Suite 201  
North Hollywood, CA  
91606-3266

FTS 213-769-0600

CONNECTICUT

Edward J. Rogers  
Manager  
Aetna Medicare  
Administration  
Medicare Provider  
Reimbursement  
One Hartsfield Boulevard  
160 Bridge Street  
East Windsor, CT 06088

FTS 203-627-6811  
HOURS 7:45-3:30

## PART III

AETNA (Continued)AUDIT AND REIMBURSEMENT (Continued)FLORIDA

Michael Clark  
Manager  
Aetna Audit  
Administration  
2280 U.S. Highway 19 N.  
Suite 144  
Clearwater, FL  
34623-2193

FTS 813-796-5666  
FAX 813-796-5694  
HOURS: 8:00 - 4:10

ILLINOIS

Arturgo Garvida  
Manager  
Medicare Claims  
Administration  
Audit and Reimbursement  
1555 Mittel Drive  
Suite D  
Wood Dale, IL 60191

FTS 708-595-6880  
FAX 708-595-8013  
HOURS: 8:00 - 4:00

PENNSYLVANIA

Dennis Phipps  
Manager  
Provider Audit  
P.O. Box 548  
Fort Washington, PA  
19034

MEDICARE ADDRESS:  
500 Office Center Bldg.  
Fort Washington Office  
Center  
Fort Washington, PA  
19304

FTS 215-643-7200

NEVADA

Peter Tibone  
Administrator  
Medicare Audit and  
Reimbursement  
P.O. Box 19140  
Las Vegas, NV 89119  
1515 E. Tropicana Avenue  
Suite 775  
Las Vegas, NV 89109

FTS 702-736-1790

John Steinhilber  
Administrator  
Medicare Audit and  
Reimbursement  
4600 Keitzke Lane  
Suite 134D  
Reno, NV 89502

FTS 702-825-2300

FIELD OFFICES - PART BARIZONA

Rufus O. Sadler  
Manager  
Medicare Claims Division  
P.O. Box 37230  
10000 N. 31st Avenue  
C-100  
Phoenix, AZ 85069

FTS 602-870-6203  
FAX 602-870-6298  
HOURS: 8:00 - 4:20

GEORGIA

Don Stiller  
Manager  
Medicare Administration  
P.O. Box 60010  
Savannah, GA 31420-0010

STREET ADDRESS:  
12052 Middleground Road  
Suite A  
Savannah, GA 31419-1699

FTS 912-921-3010  
FAX 912-927-6946

HAWAII

Jackson Lee  
Manager  
Medicare Claims Division  
P.O. BOX 3947  
Honolulu, HI 96812-3947

STREET ADDRESS:  
1001 Bishop Street  
Pauahi Tower  
Suite 900  
Honolulu, HI 96812

FTS 808-524-1240  
FAX 808-599-5457  
HOURS: 7:00 - 4:20



## PART III

AETNA FIELD OFFICES - PART B (Continued)OKLAHOMA

Fred C. Bush  
Manager  
Medicare Claims  
Administration  
701 Northwest  
63rd Street, 3rd Floor  
Oklahoma City, OK 73116

FTS 405-848-7711  
HOURS: 7:45 - 4:00

OREGON

Kenneth Kerns  
Manager  
Medicare Claims  
Administration  
P.O. Box 1997  
Portland, OR 97207-1997

STREET ADDRESS:  
200 S.W. Market Street  
3rd Floor  
Portland, OR 97201

FTS 503-222-6831  
FAX 503-243-5598  
HOURS: 8:00 - 4:05

BLUE CROSS AND BLUE SHIELD OF MISSOURI

4444 Forest Park  
St. Louis, Missouri 63108

PROVIDER SERVICE AREA: State of Missouri

FTS 314-658-4444  
FAX 314-658-4028

AGREEMENT NO. HCFA FP-87-323-1  
HOURS: 8:15 - 5:00

Roy Heimburger  
President

Lester Himstedt  
Vice President  
Government Programs

Robert G. Davis  
Director  
Contract Administration

Robert Shupe  
Senior Vice President  
Operations

COOPERATIVA DE SEGUROS DE VIDA DE PUERTO RICO

GPO Box 3428  
San Juan, Puerto Rico 00936-3428

STREET ADDRESS:  
400 Americo Miranda Avenue, Villa Nevarez  
Rio Piedras, Puerto Rico 00927

PROVIDER SERVICE AREA: Puerto Rico and U.S. Virgin Islands

FTS 809-498-5930 (Direct Dial)  
FAX 809-756-8199

AGREEMENT NO. HCFA 87-326-1  
HOURS: 8:00 - 4:30  
Atlantic Standard Time

Gabriel Dolagaray  
President  
TELE: 809-758-7854

Jose A. Brull  
Vice President  
Medicare  
TELE: 809-758-9720  
(Switch Board)  
809-763-2053  
(Direct Line)

Alba Cosme de Natal  
Assistant Vice President  
Medicare Claims  
Review and Medical  
Review  
TELE: 809-764-4060

Maria Cristina Ortiz  
Executive Vice President  
TELE: 809-764-8469

## PART III

CONNECTICUT GENERAL LIFE INSURANCE COMPANY  
Hartford, Connecticut 06152

**JURISDICTION:** States of Idaho, North Carolina, Tennessee

FTS 203-726-4235 (Direct Dial)  
 FAX 212-618-4708

CONTRACT NO. HCFA 87-306-2  
 HOURS: 8:15 - 4:15

Lawrence P. English  
 President and Chief  
 Executive Officer  
 TELE: 203-726-4235

**MEDICARE RESPONSIBILITIES**  
 Arthur Lifson  
 Vice President  
 CIGNA Corporation  
 CH 2  
 Bloomfield, CT 06062  
 TELE: 203-726-4235

FIELD OFFICES

IDAHO

Judy Webb  
 Field Director  
 P.O. Box 8048  
 Boise, Idaho 83707

**STREET ADDRESS:**  
 3150 N. Lakeharbor Lane  
 Suite 254  
 Boise, Idaho 83703

TELE: 208-342-1410  
 FAX 208-336-4221  
 HOURS: 8:00 - 4:00

NORTH CAROLINA  
AND TENNESSEE

2 Vantage Way  
 Nashville, TN 37228

N. Michael Brown  
 Vice President  
 P.O. Box 671  
 Nashville, TN 37202

TELE: 615-244-5600  
 FAX 615-244-9433  
 HOURS: 8:30 - 4:00

William Seal, Director  
 Tennessee Medicare  
 P.O. Box 1465  
 Nashville, TN 37202  
 TELE: 615-248-6235

Elaine Reed  
 Director  
 North Carolina Medicare  
 P.O. Box 671  
 Nashville, TN 37202

SATELLITE OFFICE

Faye Hoggard  
 Manager  
 1 Triad Center  
 Suite 240  
 7736 McCloud Road  
 Greensboro, NC 27409

TELE: 919-665-0380  
 FAX 919-665-0327  
 HOURS: 8:30 - 4:00

## PART III

GENERAL AMERICAN LIFE INSURANCE COMPANY

P.O. Box 505  
St. Louis, Missouri 63166

STREET ADDRESS:  
13045 Tesson Ferry Road  
St. Louis County, Missouri 63128

JURISDICTION: Eastern Missouri

FTS 314-843-8700 (Direct Dial)  
FAX 314-525-5593

H. Edwin Trusheim  
President

CONTRACT NO. HCFA 87-309-2  
HOURS: 8:00 - 4:30

Walter Schultz  
Second Vice President  
Group Development and  
Administration

GROUP HEALTH INCORPORATED

88 West End Avenue  
New York, New York 10023

JURISDICTION: Queens County, New York

FTS 212-721-1300 (Direct Dial)  
FAX 212-721-0580

Frank Branchini  
President

James E. Ryan  
Vice President  
TELE: Ext. 400

CONTRACT NO. HCFA 87-320-2  
HOURS: 9:00 - 5:00

Lynne Ridgeway  
Assistant Vice President  
TELE: Ext 410

HAWAII MEDICAL SERVICE ASSOCIATION

Medicare Administration  
P.O. Box 860  
Honolulu, Hawaii 96808

STREET ADDRESS:  
818 Keeaumoku  
Honolulu, Hawaii 96814

PROVIDER SERVICE AREA: State of Hawaii and Guam

FTS 808-944-2324 (Direct Dial)  
FAX 808-944-9419

Marvin B. Hall  
President  
TELE: 808-944-3578

Robert Hiam  
Senior Vice President  
TELE: 808-944-3580

Gwen Miyasoto  
Vice President  
Government Programs  
TELE: 808-944-2403

AGREEMENT NO. HCFA 87-002-1  
HOURS: 7:30 - 4:15

Linda Katagiri  
Manager  
Medicare Department  
TELE: 808-944-2336

## PART III

MUTUAL OF OMAHA INSURANCE COMPANY

P.O. Box 1602  
Omaha, Nebraska 68101

STREET ADDRESS:  
3301 Dodge Street  
Omaha, Nebraska 68131

## PROVIDER SERVICE AREA:

States of Alabama, \*Arkansas, California, \*Colorado,  
District of Columbia, Florida, Georgia, \*Hawaii, Iowa, Kansas,  
\*Kentucky, Louisiana, Maryland, Mississippi, Missouri,  
Nebraska, \*New Mexico, North Carolina, Oklahoma, South  
Carolina, Texas, Tennessee, Virginia, West Virginia, \*Utah  
(\*For corporate Nominations Only)

FTS 402-978-2860 (Direct Dial)  
FAX 402-978-2775

AGREEMENT NO. HCFA 87-319-1  
HOURS: 8:00 - 4:30

John W. Weekly  
President

Richard G. Bath  
Vice President  
Director  
Medicare Administration

William F. Taylor  
Assistant Vice President  
and Director  
Medicare Operations

Ernest B. Johnston  
Senior Executive  
Vice President

Lewis O. White  
Manager  
Field Operations

James E. Schmitz  
Second Vice President  
Director  
Audit and Reimbursement

Kathryn R. Macumber  
Senior Vice President  
Individual Claims and  
Medicare

FIELD OFFICESCALIFORNIA

William L. Yarletz  
Regional Medicare  
Manager  
Suite 223  
2740 Fulton Avenue  
Sacramento, CA 95821

FTS 916-481-4700  
HOURS: 8:00 - 4:30

Richard N. Eclarin  
Audit Manager  
Suite 405  
901 Corporate Center  
Drive  
Monterey Park, CA 91754

FTS: 213-881-9586  
HOURS: 8:00 - 4:30

GEORGIA

William C. Otto  
Regional Medicare  
Manager

Dalton E. Fraley  
Audit Manager  
2814 New Spring Road  
Suite 200  
Atlanta, GA 30339

FTS 404-434-6931  
HOURS: 8:00 - 4:30

LOUISIANA

Ronald Hodges  
Regional Medicare  
Manager  
P.O. Box 247  
Watson, LA 70786

FTS: 504-667-9291  
HOURS: 8:00 - 4:30

NEBRASKA

Frank M. Kiblinger  
Regional Medicare  
Manager

Richard L. Behrends  
Audit Manager  
3301 Dodge Street  
Omaha, NE 68131

TELE: 402-978-5381  
HOUR: 8:00 - 4:30

TEXAS

Guy A. Trigg  
Regional Medicare  
Manager

Neil A. Milbrandt  
Audit Manager  
4474 Spring Valley Road  
Dallas, TX 75244

FTS: 214-386-4061  
HOURS: 8:00 - 4:30

## PART III

NATIONWIDE MUTUAL INSURANCE COMPANY (HOME OFFICE)

P.O. Box 16788 or P.O. Box 16781  
Columbus, Ohio 43216

STREET ADDRESS:  
Three Nationwide Plaza  
Columbus, Ohio 43216

JURISDICTION: States of Ohio and West Virginia

FTS 614-249-7111 (Direct Dial)  
FAX 614-249-3732

CONTRACT NO. HCFA 87-311-2  
HOURS: 8:00 - 4:30

John E. Fisher  
General Chairman  
TELE: 614-249-7632

Herbert A. Bosen  
Medicare Systems  
Director  
TELE: 614-249-3731

C. Nelson Merrell  
Medicare Claims  
Department Manager  
TELE: 614-249-7124

John L. Marakas  
President  
Nationwide Corporation  
and Nationwide Life  
TELE: 614-249-7632

William P. Ramsey  
Vice President  
Medicare  
TELE: 614-249-7078

Jeannine Keating  
Administrative Support  
Services Department  
Manager  
TELE: 614-249-4691

Ronald E. Hunt  
Vice President  
Group Life & Health  
Operations  
TELE: 614-249-7029

C. William Helman  
Beneficiary and Provider  
Services Department  
Manager  
TELE: 614-249-7067

FIELD OFFICE ADDRESS:  
P.O. Box 3183  
1207 Quarrier Street  
Charleston, WV 25332

FTS 213-748-2311  
HOURS: 8:00 - 4:30

Vacant  
District Manager

TRANSAMERICA OCCIDENTAL LIFE INSURANCE COMPANY

P.O. Box 54905  
Los Angeles, California 90054-0905

STREET ADDRESS:  
1149 S. Broadway, 3rd Floor  
Los Angeles, California 90015

JURISDICTION: State of California (South)  
SPECIAL CLAIMS: PE

FTS 213-748-2311 (Direct Dial)  
FAX 213-742-4009

CONTRACT NO. HCFA 87-312-2  
STAGGERED HOURS: 7:00 - 5:30

David Carpenter  
President  
TELE: 213-742-2131

DIVISION MANAGERS/SECOND  
VICE PRESIDENTS

Neil Bass  
Vice President  
and Chief Medicare  
Administrator  
TELE: 213-742-2561

Richard Stratton  
Medicare Claims  
Operations  
TELE: 213-742-2614

George Garcia  
Medicare Quality  
Assessment  
TELE: 213-742-2527

Stanley Friedman  
Professional and  
Beneficiary Services  
TELE: 213-742-2578

Barbara Koga  
Department Manager  
PEN Claims  
TELE: 213-742-2687

## PART III

THE TRAVELERS INSURANCE COMPANY (HOME OFFICE)

2 Riverview Square  
East Hartford, Connecticut 06118

PART A PROVIDER SERVICE AREA: States of Connecticut, New York  
and Michigan

PART B JURISDICTION: States of Minnesota (See BC & BS of  
Minnesota), Connecticut, Mississippi,  
Virginia

SPECIAL CLAIMS: Railroad Retirement Board

FTS 203-277-3898 (Direct Dial)  
FAX 203-277-0783

AGREEMENT NO. HCFA 87-301-1  
CONTRACT NO. HCFA 87-301-2

E.H. Budd  
Chairman of the Board

Paul Glover  
Vice President  
National Accounts Groups

Richard W. McLaughlin  
Executive Vice President  
National Accounts Group

**MEDICARE OPERATIONS**  
Richard S. Stuart  
Second Vice President  
Medicare Administration  
FTS 203-277-2478  
Fax 203-277-0783

**FIELD OFFICE - PART A**

Michael Reeves  
Medicare A  
538 Preston Avenue  
Meriden Executive Park  
Building 2  
Meriden, CT 06450

FTS 203-639-3000  
FAX 203-639-3018

**FIELD OFFICES - PART A - AUDIT/REIMBURSEMENT**CONNECTICUT

Robert M. Bishop  
Medicare Manager  
and  
Daniel M. Epstein  
Associate Manager  
100 Barnes Road  
Wallingford, CT  
06493-7532

FTS 203-269-5207  
Ext. 333  
HOURS: 8:00 - 4:00

MICHIGAN

David M. Gross  
Associate Manager  
1000 Travelers Tower  
26555 Evergreen Road  
Southfield, MI 48076

FTS 313-423-2300  
HOURS: 8:00 - 4:15

NEW YORK

John Fazzio  
Associate Manager  
Travelers Financial  
Center  
90 Merrick Avenue  
East Meadows, NY 11554

FTS 516-296-2180  
HOURS: 8:00 - 4:00

## PART III

FIELD OFFICES PART BCONNECTICUT

Gerald F. Godfrey  
538 Preston Avenue  
Meriden Executive Park  
Building 2  
Meriden, CT 06450

FAX 203-265-3018

MINNESOTA

William D. Lanzo  
Medicare Manager  
8120 Penn Avenue,  
South  
Bloomington, MN  
55431-1394

FTS 612-885-2800  
FAX 612-885-2839  
HOURS: 8:00 - 4:15

MISSISSIPPI

J. Keith Walton  
Manager  
P.O. Box 22545  
Jackson, MS  
39225-2545

STREET ADDRESS:  
Woodlands Office Park  
795 Woodland Parkway  
2nd Floor  
Ridgeland, MS  
39157-5212

FTS 601-977-5750  
FAX 601-957-3729  
HOURS: 8:15 - 4:30

VIRGINIA

Jerry R. Kennerly  
District Manager  
Medicare Part B  
P.O. Box 26463  
Richmond, VA 23261-6463

FOR EXPRESS MAIL:  
300 Arboretum Place  
Richmond, VA 23236

FTS 804-330-6100  
FAX 804-330-6101  
HOURS: 8:00-4:15

WISCONSIN PHYSICIANS' SERVICE INSURANCE CORPORATION

## CLAIMS:

P.O. Box 1787  
Madison, Wisconsin 53701

## ADMINISTRATION:

P.O. Box 8190  
Madison, Wisconsin 53708

## STREET ADDRESS:

1717 West Broadway  
Monona, Wisconsin 53713

JURISDICTION: State of Wisconsin

FTS 608-221-4711 (Direct Dial)  
FAX 608-221-8618

CONTRACT NO. HCFA 87-032-2  
HOURS: (Winter) 7:25 - 4:00  
(Summer) 7:10 - 4:15  
(Friday Only) 7:10 - 11:10

Mahlon Bontrager  
President  
TELE: Ext. 3332

William Bathke  
Senior Vice President  
Corporate Services  
TELE: Ext. 3305

Ned Boston  
Director  
Medicare Administration  
FTS 608-221-5084  
(Direct Line)

Mary Strobe  
Manager  
Claims Operations  
TELE: FTS 608-221-6898

Dave Baker  
Manager  
Support Operations  
FTS 608-221-5147  
(Direct Line)

## PART III

RAILROAD RETIREMENT BOARD  
844 Rush Street  
Chicago, Illinois 60611

FTS 312-751-4600 (Direct Dial)

BUREAU OF RETIREMENT  
CLAIMS

Robert S. Kaufman  
Associate Executive  
Director of Retirement  
Claims  
TELE: 312-751-4600

Dave Boykin  
Chief, Medicare  
Programs Section  
TELE: 312-751-4741

BUREAU OF DISABILITY AND  
MEDICARE OPERATIONS

John R. Feldheim  
Acting Director  
TELE: 312-751-4741

Michael J. Collins  
Acting Deputy Director

Joseph Giansante  
Contractor Operations  
Specialist  
ON SITE AT:  
One Tower Square  
Hartford, CT 06183  
TELE: 203-277-3172



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